



London Transport Museum

# Safeguarding Policy and Procedure

Keeping Children and Vulnerable Adults Safe

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## **Introduction:**

London Transport Museum (LTM) is committed to the principle that all children and vulnerable adults who access the Museum, its staff and resources, whether onsite, off-site or online, should be safe and protected from harm. This policy is designed for all who work at or with LTM in all capacities, including (but not exclusive to) contractors, freelancers, volunteers, and trustees. It explains what is involved in ensuring this commitment is upheld across every part of LTMs work.

## **Safeguarding Statement:**

LTM considers that:

- The welfare of children and vulnerable adults is paramount.
- All children and vulnerable adults have the right to protection from harm irrespective of their age, culture, disability, gender, language, racial origin, religious beliefs, or sexual identity.
- Our staff will ensure that LTMs physical and virtual spaces are safe, secure, and promote enjoyable and positive experiences.
- All suspicions and allegations of harm will be taken seriously and responded to promptly and appropriately.
- All LTM representatives (whether permanent, temporary, freelancers, volunteers or providers of services) working at LTM or engaged in outreach activities or other programmes, will be aware of and comply with their responsibility to ensure the safeguarding of children and vulnerable adults.
- As employers, we have a safe recruitment policy and processes in place to ensure that our staff and volunteers do not pose a risk of harm to children or vulnerable adults.

## **Safeguarding Procedure:**

The associated **safeguarding procedure which follows the policy in this document** sets out the signs and circumstances in which safeguarding concerns may arise and provides the procedure to report and record such concerns, and where necessary, to the relevant statutory bodies.

# Policy

## 1. For the purposes of this policy the following DEFINITIONS apply:

- **Children** are defined as such, in law, if they are under the age of 18.
- **Vulnerable Adults** includes anyone aged 18 or over needing help and support by virtue of an impairment, condition or disability, which may be temporary or permanent.
- **Adult at risk is the more closely defined definition of vulnerable adults** who have need for care and support because of age, illness, physical or learning disability and are experiencing, or at risk of, abuse or neglect and as a result of their care and support needs are unable to protect themselves from either the risk of, or the experience of abuse or neglect.
- **Safeguarding** is protecting individuals from maltreatment and preventing impairment of health and development.
- **Responsible Adults** are defined as people aged 18 or over who assume responsibility for children or vulnerable adults during LTM activity (e.g. teachers, parents, group leaders and in some cases LTM staff or volunteers). However, we recognise that some parents may be under the age of 18 and will be responsible for their children whilst visiting the museum.
- **DBS** – The Disclosure and Barring Service (DBS) is the statutory body currently responsible for storing data about those unsafe to work with children and vulnerable adults. They carry out criminal record checks, known as DBS checks, on those whose work brings them into contact with children or vulnerable adults. They are also responsible for maintaining the barred lists which bar certain individuals from being allowed to work with children or vulnerable adults.
- **DSO** – Designated Safeguarding Officers (see page 2 above)
- **Best interest decisions** are those made on behalf of a person lacking capacity but made in their best interests.

## 2. COMMON SIGNS OF ABUSE

LTM is not an organisation whose primary function is safeguarding and it is not legally defined as a safeguarding partner. However it does have the responsibilities outlined in [Working Together to Safeguard Children](#) and by the Charity Commission in their guidance '[Safeguarding and protecting people for charities and trustees](#)' last updated on 1 June 2022.

Only a small number of staff and volunteers will be engaged in activities where there is ongoing contact with the same young people or vulnerable adults. Nevertheless, in order for all staff and volunteers to protect children and vulnerable adults from abuse it is essential that good safeguarding practices are followed, that this policy and procedure is followed without fail and that we understand what to do to ensure we can take the right action at the right time.

**There are five main categories of abuse of children:**

1. Physical abuse
2. Emotional abuse
3. Sexual abuse
4. Neglect
5. Radicalisation (applies to both children and vulnerable adults)

**In addition to the above there are additional categories that apply to vulnerable adults:**

6. Financial or material abuse
7. Institutional or organisational abuse (repeated poor care of a vulnerable adult through neglect, poor professional practice or institutional routines that restrict liberty)
8. Self neglect
9. Domestic abuse
10. Discriminatory abuse
11. Modern slavery
12. Psychological abuse

Every individual is unique, so behavioural signs of abuse will vary. In addition, the impact of abuse is likely to be influenced by the individual's age, the nature, extent and setting of the abuse, and the help and support they receive. **More detail is provided in the procedure.**

### **3. CODE OF CONDUCT**

LTM staff and volunteers should note the following do's and don'ts:

**Do:**

- Recognise the position of trust in which you've been placed.
- Act professionally in all matters. Always keep other members of staff/volunteers informed of where you are and what you are doing.
- Approach any child apparently in distress and ask if you can help.
- Seek assistance from colleagues or supervisors where appropriate.
- Be aware of the possibility of danger from others, and question situations that you find suspicious.
- Keep a look out for children who are apparently unaccompanied.
- Communicate the details of any lost children to the nearest member of staff who will communicate to the Manager on duty.
- Keep any lost children in a public area where they can clearly be seen.
- Report an allegation (even if this is just a suspicion) of abuse or inappropriate conduct to a LTM DSO as soon as possible and **always within the same working day** that the incident has occurred.

**Practices to be avoided:**

- Avoid spending time alone with children and vulnerable adults, take simple precautions e.g. keep a door open if alone with someone.
- Avoid physical contact other than in emergencies.
- Avoid attempting to *investigate* concerns or allegations that abuse has, or may have, occurred. Investigation is the responsibility of the statutory authorities.

You

**The main principles of touch are:**

- The desire to be touched should always be initiated by the child, e.g. a child holds your hand.
- Touch should always be appropriate to the age and stage of development of the child.

A vulnerable adult may need support. This should only be undertaken, other than in a medical emergency, with their consent, or via a Best Interests decision, taken to prevent harm to them or others, or further harm to them in circumstances where their mental capacity to consent is absent at the point that intervention is necessary.

should never:

- Take photos or film any child or vulnerable adult for personal use. Photos or film including video needed for professional use should be cleared in writing with your

Manager and with the DSO. See the [Photography](#) section of this document for more guidance.

- Allow or engage in inappropriate touching of any kind (see principles of touch above).
- Engage in rough, physical or sexually provocative games, including horseplay.
- Physically restrain a child or vulnerable adult, other than in exceptional circumstances (e.g. to prevent injury to the child or vulnerable adult, or to another person resulting from their behaviour). \*
- Do things of a personal nature for children or vulnerable adults that they can do themselves, or that a parent/leader/personal support worker can do for them.
- Accompany children or vulnerable adults to the toilet. This should be the role of teachers, parents or support workers.
- Meet with, or attempt to make, or make contact with children or vulnerable adults outside of the work context either virtually or in person for any purpose.
- Never make suggestive or lewd remarks or threats of any kind or use any other inappropriate language, even in jest.
- Never allow people to express inappropriate language about a vulnerable adult or child unchallenged.
- Never allow allegations made by a vulnerable person or child to go unrecorded or not acted upon in full accordance with the procedure.

\* To prevent damage to property, collections, or to prevent theft or to deal with a security or sexual incident involving a member of the public it may be possible for staff to ask a person who is suspected of the crime to stay on the site until police arrive.

**NOTE:** It may sometimes be necessary for staff or volunteers to do things of a personal nature for children or vulnerable adults, particularly if they are young or are disabled. These tasks should only be carried out with the full understanding and consent of parents/carers and the person involved and where there **is no practical alternative**. There is a need to be responsive to a person's reactions. If a person is fully dependent on you, talk with him/her about what you are doing and give choices where possible.

#### **4. UNACCOMPANIED CHILDREN**

Children under the age of 12 must be accompanied by a responsible adult. Children aged 12 and over are welcome to visit the Museum displays in Covent Garden without an adult accompanying them during regular Museum hours.



Children over the age of 12 may take part in activities at the Museum (e.g. family friendly events) without an adult, unless otherwise specified in the event booking information. Certain programmes may only be attended by adults over 18, including Museum Lates, and this will be specified in the event booking information.

Children under the age of 16 must be accompanied by a responsible adult when visiting the Depot or attending a Hidden London tour, as these are working/operational sites with additional hazards. Children aged 16 and above may visit the Depot or attend a Hidden London tour unaccompanied.

Visitor Experience staff or Security are responsible for checking ID. For the purpose of verifying age to allow access to the premises, any photographic identification will be acceptable at the staff member's discretion (although passports, driving licences or other government issued ID is required for purchase of alcohol).

If a child under the specified minimum age attends a relevant premises, the management team will conduct a dynamic risk assessment and make a decision on whether to allow access, as it may be safer to allow entry and call a responsible adult to come and collect them. If a child is allowed access, next-of-kin details will be sought and parents/carers will be contacted. Contact details will not be retained after the child has been collected.

All unaccompanied children are to be closely monitored by Visitor Experience Assistants as they move around the site to ensure their safety, with the exception of children of any age who are attending an official LTM event where all supervising staff and volunteers are DBS checked to the correct level and fully trained, or if part of an authorised school visit and supervised by a teacher or other verified supervisor.

All staff are DBS checked (with the exception of some agency staff\*) and have attended safeguarding awareness training. Staff are trained to avoid situations where they are alone with a child, and to never exchange personal contact details with a child.

\*Agency staff who have not been DBS checked will always be on duty alongside DBS-checked staff, and will never be put in a position where they are solely responsible for supervising unaccompanied children.

## **5. WHAT TO DO IF YOU FIND A LOST CHILD OR RECEIVE A REPORT THAT A CHILD IS LOST**

Any children who become separated from their responsible adult need to be reported according to the lost or found procedures (**see the Museum's customer services**

**operations manual).** If there is any doubt about the identity of the responsible adult (e.g. if the child does not recognise them, or is afraid of going with them), or if a responsible adult does not come forward, the relevant authorities (e.g. the police and local authority children's or adults social care) will be informed. **Please see the [flowchart](#) in the procedures section.**

## **6. ADULTS WITHOUT CHILDREN & ADULTS OBSERVING SESSIONS**

Adults without children are discouraged from taking part in family events but may be allowed to do so should they wish to learn by observing sessions and if places are available (i.e. places should be given to families/intended participants first).

If the event leader has any concerns whatever about the motivation of the adult, then they must not allow them to take part and inform the DM or DSO if necessary.

## **7. REQUEST FOR INFORMATION ABOUT CHILDREN AND VULNERABLE ADULTS**

Staff must not give anyone (with the exception of the emergency services or social services) information about children or vulnerable adults at LTM, regardless of who the person claims to be. Any request for information, including whether the child or vulnerable adult is on site, should be dealt with by contacting the child/vulnerable adult's responsible adult, who should take the decision whether or not to provide the information.

## **8. WHAT TO DO IF YOU ARE PLANNING TO RUN A LEARNING ACTIVITY WITH CHILDREN OR VULNERABLE ADULTS AT THE MUSEUM OR OFF-SITE**

In terms of safeguarding, these are the matters that this policy encourages you to cover in your planning:

### **Who will be responsible for the people involved?**

- Children under 14 attending events should be in the care of a parent/guardian/carer or teacher/instructor when attending in groups or individually and never the sole responsibility of a member of LTM staff/volunteer (except under the circumstances outlined below).
- Children aged 14 and over are welcome to take part in one-off activities without a responsible adult. If an issue arises then next-of-kin details will be sought and parents/carers will be contacted.

- Some children and young people (aged 8 to 17 years old) may attend educational sessions without a parent/guardian/carer or teacher/instructor, where that has been approved in accordance with paragraph 4 above. They will be under the supervision of a designated DBS checked and appropriately trained LTM representative at all times when visiting the Museum.
- Parents/guardians/carers and teachers/instructors should be made aware of this policy so that they can plan to have enough responsible adults present to support the individuals they are bringing to the event.

### **Where will the activity take place?**

- Consider whether you will be in plain sight of others or somewhere more private? If the latter, it is particularly important that you have plenty of carers/guardians with the group or a DBS-checked LTM representative in case someone is unexpectedly called away.
- Where are the nearest toilets? Who will accompany group members if they need to be escorted or assisted?
- What other health and safety or security issues might there be about the space? Could group members get lost or easily wander away?
- Are there any protected persons in the group? (meaning: a child or vulnerable adult who is protected against contact by specific risky persons by an order of a Court. Additional measures will be required in these circumstances, consult your DSO).

### **Are you planning to photograph or film the activity?**

- See the [Photography](#) section of this document

## **9. WORK PLACEMENTS and VOLUNTEERING**

LTM may provide work experience placements to school pupils who are 14 and over. It is vital that the pupils/students are supervised by a member of staff who has been the subject of an enhanced DBS check and that they are not left alone with anyone who has not been subject to the same level of security checks. The supervisor must ensure that the pupil/student is not put at risk. Prior to the placement the designated supervisor should also obtain the telephone number and other contact details of the teacher at the pupil's school (or student's college) who is responsible for work experience placements, and of the pupil's/student's responsible adult (i.e. a parent or carer), so that they can be contacted should any issues arise or in the case of an emergency.

Outside of the work experience framework and learning activities LTM provides limited volunteering opportunities for children and young people aged 16 and above. All volunteer roles have a minimum age identified on the role description, which takes into account Health & Safety risks, regulated activity, support provision and suitability, and are approved by a DSL.

Family volunteering opportunities involve children and young people who must all be accompanied by a parent/guardian/carer while on site. As with paragraph 8 above, families are made aware of this policy and any requirements in advance, so enough responsible adults are in attendance. All families are under the supervision of a designated DBS always checked and appropriately trained LTM representative while on site, and all staff and volunteers supporting in regulated activity have the appropriate enhanced DBS check.

LTM does provide volunteering opportunities for vulnerable adults whenever reasonably practicable. This is not 'regulated activity' under the Safeguarding Vulnerable Groups Act 2006 schedule 4 part 2, so DBS checks are not mandatory. However, LTM will ensure that all members of staff have received safeguarding training and the volunteer recruitment process will establish what level of support is required for each volunteer.

## **10. SENSITIVE CONTENT**

Staff should bear in mind that children and vulnerable adults may have complicated or traumatic backgrounds and histories which could make them additionally sensitive to certain issues (e.g. discrimination, disability, health, family relationships, being sought by someone who is already known to be unsafe etc.) Any potentially sensitive content or adult material should be discussed in advance of the session with teachers, parents or group leaders. Where this is not possible, e.g. in the case of a family or adult event, the issues should be covered with sensitivity. Staff developing exhibitions should also bear this in mind and designs should give visitors choices about whether or not to engage with sensitive content.

## **11. Photography**

### **Consent and permission:**

- School Groups - parental consent (meaning a person with 'PR', see below) should be requested via the school in advance of the activity, or very soon after if this has not been possible. Until consent has been confirmed any materials must be treated as being without the right to use. Staff should bear in mind that consent can only be

given by a person with 'parental responsibility' (PR) in law, generally meaning a parent. School staff do not have PR for their pupils or students.

- Vulnerable adults - Where the person being photographed lacks capacity (meaning the ability and capacity to consent to the specific matter of being filmed or photographed for the intended activity) then written permission should be obtained from their proper representative. This may be their carer, who may be a parent/guardian, or a professional carer from a registered setting, or a person in possession of a Welfare Deputyship order from the Court of Protection.
- Family Events - permission in writing from the children's parents/carers (a person in possession of PR) should be obtained on the day.
- Larger public events - Where photographs of large spaces are required and it is not feasible to obtain consent due to the number of people, or where people are too distant to be recognised, a notice should be prominently displayed in advance of, and during the photography, informing visitors that photographs will be taken in that area between specified times.

#### **Use of images:**

- Photographs or videos of children or vulnerable adults (individuals or in groups) where individual people could be recognised must not be taken without obtaining permission. This applies to all photographs or film including video that may be used in any form of publication or broadcast, including leaflets, brochures, websites, social networking sites and films etc.
- If photographs of children or vulnerable adults are to be used in printed materials, provided to the press or included on websites etc., any information which could be used to identify or trace the children or vulnerable adults should be withheld (e.g. names of individuals, names of schools, groups or institutions). Crests, badges etc. on uniforms which feature the name of a school should not be shown or the school name should be digitally obscured where possible. If an image is to be used over a period of more than five years further consents should be obtained to ensure that as the child grows they have the opportunity to withdraw their consent to the use of that image. Where providing the name of an individual, school, group etc. is important (e.g. when celebrating an achievement, competition winners etc.) written permission should be obtained. Any information which could be used to identify or trace individuals should not be given to any enquirers.

## **12. WEB AND E-LEARNING PROJECTS**

- The email or personal website or social media addresses of children or vulnerable adults should **not** be disclosed by staff under any circumstances and are not to be used to make contact with those individuals except for approved professional purposes. Approval in writing must be obtained from your manager and your DSO.
- Material submitted by children or vulnerable adults to the LTM website should be treated in the same way as photographs (see point above), i.e. any information which could be used to identify or trace individuals should be withheld unless written permission is obtained from parent/guardian.
- Contributors of user generated content (UGC) are made aware of any content that is personal and likely to put people at risk.

#### **Online delivery platforms:**

- When choosing an online delivery platform, a risk assessment that includes Safeguarding must be completed that considers personal data collected by or exposed to users at both ends by the platform, use and regulation of chat and video functions, management of joining details and expectations for background environment, behaviour, and supervision of young people.
- Any necessary mitigations and expectations shall be communicated before the session to both LTM staff and the people responsible for the intended audience of the sessions as relevant.
- Virtual sessions should not be recorded except by prior arrangement between both parties for a specific purpose, with any created recordings owned by LTM processed as per the photography guidelines.

### **13. MANAGEMENT OF ALLEGATIONS AGAINST STAFF AND VOLUNTEERS**

LTM take any allegations that a member of staff or volunteer has very seriously:

- Behaved in a way that has, or may have, harmed a child, young person or vulnerable adult.
- Possibly committed a criminal offence.
- Behaved in a way towards a child, young person or vulnerable adult, that indicates an unsuitability to work with this audience.

We have a duty of care to our employees and will ensure we provide effective support for anyone facing an allegation and provide the employee with a named contact if they are suspended.

It is essential that any allegation of abuse made against a member of staff or volunteer is dealt with quickly, in a fair and consistent way that provides effective safeguarding protection and at the same time supports the person who is the subject of the allegation.

Staff and volunteers should be aware that a serious allegation may result in:

- A police investigation.
- Enquiries by Local Authority Children's or Adult Safeguarding.
- Consideration of disciplinary action in respect of the individual.
- A report being made to the DBS for a Barring decision to be made.

**Confidentiality:** Every effort will be made to maintain confidentiality and guard against publicity while an allegation of abuse is being investigated. We will ensure information you share is accurately recorded and only shared with people who need to see it. Information will be stored securely and in accordance with the GDPR.

### **Resignations and 'Settlement Agreements'**

The fact that a person tenders his or her resignation, or ceases to provide their services, will not prevent an allegation being followed up in accordance with this policy. Every effort will be made to reach a conclusion in all cases of allegations, bearing in mind the safety or welfare of children, young people or vulnerable adults, including any in which the person concerned refuses to cooperate. Wherever possible the person will be given a full opportunity to answer the allegation and make representations about it. The process of investigating the allegation and reaching a judgement about whether it can be regarded as substantiated will continue, even if the person does not cooperate.

Similarly, so called "settlement agreements" (by which a person agrees to resign, LTM agrees not to pursue disciplinary action, and both parties agree a form of words to be used in any future reference), will not be used in cases of alleged abuse. Nor will it override the statutory duty to make a referral to the Disclosure and Barring Service (DBS) for consideration of placing the person's name on the Barred List.

**Please now continue to familiarise yourself with this  
Safeguarding Policy and Procedure by reading the  
procedure document.**



## Procedure - What to do if you have a safeguarding concern:

### 1. For the purposes of this procedure the following **DEFINITIONS** apply

- **Children** are defined as such in law if they are under the age of 18.
- **Vulnerable Adults** are defined as people of 18 years or over, who are, or may be in need of community care services because of age, illness, physical or learning disability, or, for those who are both vulnerable and at risk, those who are unable protect themselves against harm or exploitation because of that illness or condition.
- **Safeguarding** is protecting individuals from maltreatment and preventing impairment of health and development.
- **Responsible Adults** are defined as people over the age of 18 who assume responsibility for children or vulnerable adults during LTM activity (e.g. teachers, parents and group leaders). However, we recognise that some parents may be under the age of 18 and will be responsible for their children whilst visiting LTM.
- **DBS** – The Disclosure and Barring Service is the statutory body currently responsible for storing data about those unsafe to work with children and vulnerable adults. They carry out checks, known as DBS checks, on those whose work brings them into contact with children or vulnerable adults. They are also responsible for barring certain individuals from being allowed to work with children or vulnerable adults and in such cases entering those individuals on the barred list for children, adults or both.
- **DSO** – Designated Safeguarding Officer
- **Best interest decisions** are those made on behalf of a person lacking capacity but made in their best interests.

### 2. These are the categories of abuse, firstly applying to children and secondly to vulnerable adults, described in the current statutory guidance:

#### **Children:**

There are five broad categories: **physical, sexual, neglect, emotional** and **radicalisation**. The statutory guidance from the Department for Education ('Keeping Children Safe in Education', which is generally updated annually) provides detailed

advice related to children in high risk circumstances, who may be more vulnerable to abuse:

- Bullying including cyber bullying
- Children missing from education
- Children missing from home or care
- Children with family members in prison
- Child sexual exploitation (often referred to as CSE)
- Child criminal exploitation, including county lines
- Domestic abuse
- Homelessness
- So called 'honour based' violence
- Drugs (meaning a child exposed to or involved in drug/alcohol/volatile substances taking)
- Female genital mutilation (often referred to as FGM)
- Forced marriage
- Gangs and youth violence
- Mental health (children exposed to risk arising from mental health difficulties)
- Private fostering
- Preventing radicalisation
- Peer on peer/child on child abuse
- Sexual violence and sexual harassment between children in schools and colleges

**Adults with support/care needs (vulnerable adults) advice as provided by the London multi agency adult safeguarding policy and procedures, as issued by London ADASS (the association of directors of adult services) and defined in the Care Act 2014 and the Care and Support Statutory Guidance.**

- Disability hate crime
- Discriminatory abuse
- Domestic abuse (controlling, coercive or threatening behaviour)
- FGM
- Financial or material abuse
- Forced marriage
- Honour based violence

- Human trafficking
- Mate crime (befriending in order to exploit)
- Modern slavery (servitude, forced or compulsory labour)
- Neglect or acts of omission
- Organisational abuse
- Physical abuse
- Psychological abuse
- Restraint (unlawful or inappropriate restraint or physical interventions)
- Sexual abuse
- Sexual exploitation (exploitation for commercial purposes or gain)
- Radicalisation
- Self-neglect

**NOTE:** further guidance in relation to each of the above categories can be obtained from the following documents;

Children: [Keeping Children Safe in Education](#), (2022, Department for Education). [Working Together to Safeguard Children](#), (July 2018, HM Government).

Adults: [London Multi Agency Adult Safeguarding Policy and Procedures](#), 2019, ADASS. [The Care and Support Statutory Guidance](#) (April 2021, Department of Health and Social Care)  
Each of these documents is updated regularly, often annually, so if checking online look for the most recent versions.

Every individual is unique, so behavioural signs and even physical signs of abuse will vary. In addition, the impact of abuse is likely to be influenced by the individual's age, the nature and extent of the abuse, their care and support arrangements, their individual history and the help they receive.

However, there are some behaviours and signs that are commonly seen in those who have been abused:

Some young children and some disabled individuals may not be able to communicate verbally about abuse that they may be experiencing or have witnessed. It is therefore important to observe for signs other than and beyond 'telling'.

- They appear distrustful of a particular adult, or a parent or carer with whom you would expect there to be a close/trusting relationship.

- He or she has unexplained injuries such as bruising, bites or burns/scalds, particularly if these are on a part of the body where you would not expect them, or they would be hard to self-inflict, or to sustain in a routine accident.
- If he or she has an injury which is not explained satisfactorily or has not been properly treated or presented for treatment.
- Deterioration in their physical appearance or a rapid weight gain or loss.
- Pains, itching, bruising, or bleeding in or near the genital area.
- A change in general behaviour. For example, they may become unusually quiet and withdrawn, or unexpectedly aggressive. Such changes can be sudden or gradual.
- If he or she refuses to remove clothing for normal activities or wants to keep covered up in warm weather.
- If he or she shows inappropriate sexual awareness or behaviour for their age or stage of development.

Remember that the above signs should be seen as a possible indication of abuse and not as a confirmation. Changes in behaviour can be the result of a wide range of factors.

Even visible signs such as bruising or other injuries cannot and should not be taken as proof of abuse. For example, some disabled children may show extreme changes in behaviour, or be more accident prone, as a result of their impairment. However, if you are concerned about an individual, you have a responsibility to act on those concerns. See the [Safeguarding and Protection Referral Flowchart](#) for more information and guidance about what to do.

### **3. Listening to and reporting concerns**

#### **Listening**

A child or vulnerable person may try to tell you directly about abuse. It is very important to listen carefully and respond sensitively. In a museum context, with limited contact with children, it is unlikely that you would be in this position. Remember, it is NOT your responsibility to decide if someone is being abused. Your role is to ACT on any concerns you may have and REPORT those concerns.

If a child, young person or vulnerable adult tries to talk to you about something that is worrying them, it is important to listen carefully and respond sensitively:

- If they tell you about the abuse they are experiencing, listen carefully to what they tell you.
- Don't ask direct questions. Avoid 'Who?', 'What?', 'When?', and 'Where?'
- Encourage them to talk but do not pressurise them – 'Do you want to tell me about this?'
- Keep calm, and even if you find what they are saying difficult or distressing, keep listening.
- Be honest with them about what you can and cannot do. Never promise to keep their account a secret or promise that you will not report it. Do say that you will try and find them the help that they need.
- When they have finished make a detailed note of what they have said, using the **Safeguarding Incident Report Form** wherever possible.
- **As soon as possible, and always within the same working day, report the information to a DSO**, or if that is impossible, to a member of senior staff on site making it clear that you want to make a report to a DSO. The DSO will accept the completed report form from you or complete it together with you.
- Do not contact or confront the alleged abuser (unless you are dealing with immediate abuse, on site or during an event, requiring immediate protective action)
- You may find you have a need to talk to someone you trust about the situation or to support you but remember **never to name or identify those involved in the allegations** excepting to those you report to within LTM.
- Please refer to the **Safeguarding and Protection Referral Flowchart**.
- If you have serious concerns about the **immediate** safety of the child or vulnerable adult and believe that any delay may cause serious risk of harm, **contact the police and/or Local Authority Children's or Adult social care without delay**. Record the name of the person you spoke to and tell your supervisor or line manager what you have done as well as making a report to your **DSO**.

#### 4. Reporting

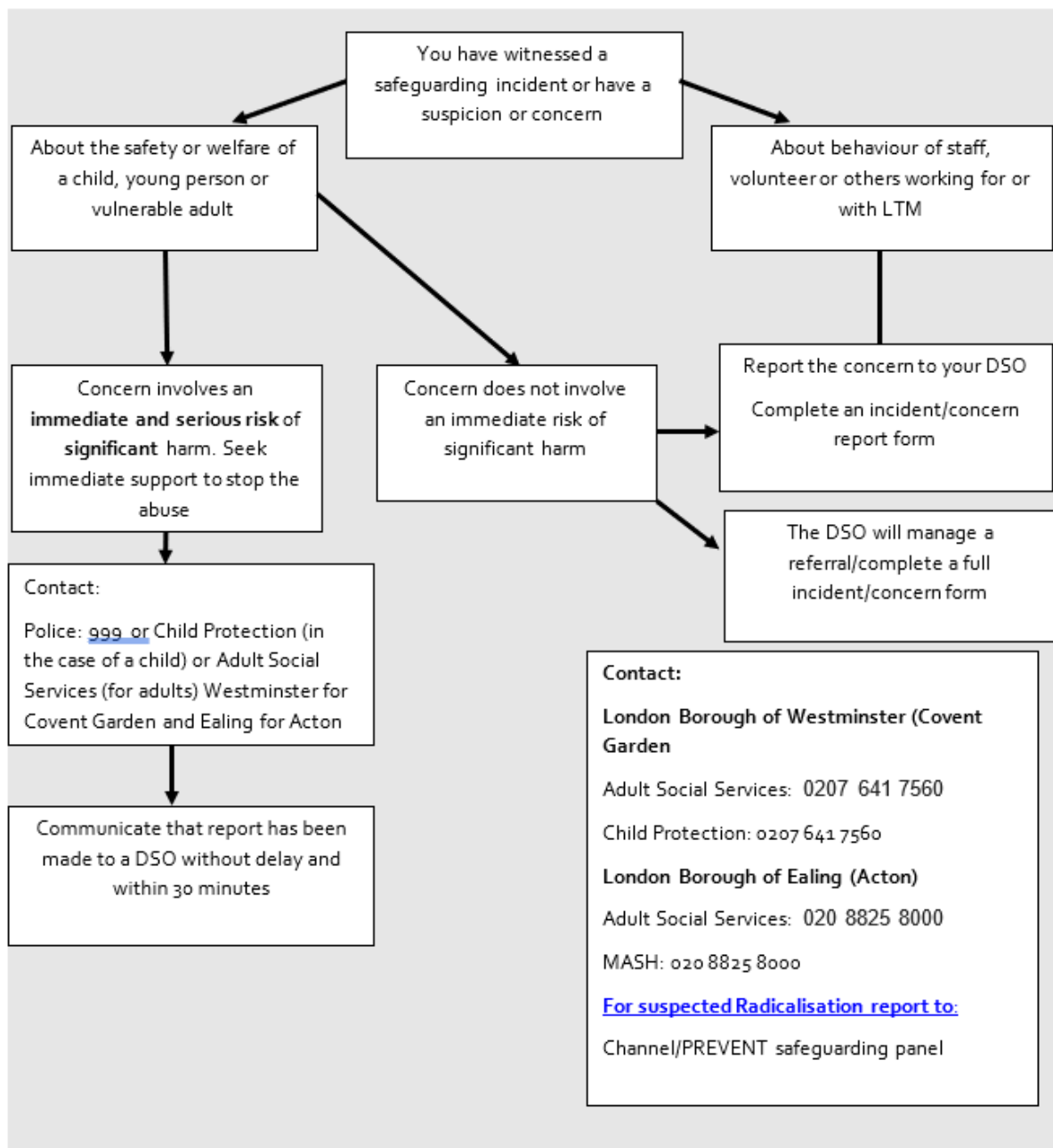
Please refer to the Safeguarding and Protection Referral Flowchart should you need to report an incident or concern. It is important to start a dialogue with a DSO at the earliest

opportunity if you have any concerns so that an informed decision about how to proceed is reached quickly. You do not have to await 'proof' before sharing concerns – children's social care and/or the police have the role of looking at the evidence and forming judgements about intervention.

### **Confidentiality**

Every effort will be made to maintain confidentiality and guard against publicity while an allegation of abuse is being investigated/considered. We will ensure information you share is accurately recorded and only shared with people who have a professional need to see it. Information will be stored securely. LTM expects that where safeguarding concerns arise in relation to a member of LTM staff, a volunteer or contractor that a report of that concern will be made in accordance with this safeguarding policy and this procedure to the **DSO**. Such concerns will be reported where required to the statutory authorities in the same way as other concerns, and the support of the employee and any other actions necessary, will be co-ordinated between the DSO and HR. There is further information regarding allegations against staff or volunteers in the **Safeguarding Policy**.

## 5. SAFEGUARDING and PROTECTION REFERRAL FLOWCHART



### Outline of flow chart

You have witnessed a safeguarding incident or have a suspicion or concern

1. About the safety or welfare of a child, young person or vulnerable adult
  - Concern involves an **immediate and serious risk of significant harm**. Seek immediate support to stop the abuse

- Contact: Police 999 or Child Protection (in case of a child) or Adult Social Services (for adults) Westminster for Covent Garden and Ealing for Acton.
  - Communicate that report has been made to a DSO without delay and within 30 minutes

You have witnessed a safeguarding incident or have a suspicion or concern

2. About the safety or welfare of a child, young person or vulnerable adult
  - Concern does not involve an immediate risk of significant harm
    - Report the concern to your DSO. Complete an incident/concern report form
    - The DSO will manage a referral/complete a full incident/concern form

You have witnessed a safeguarding incident or have a suspicion or concern

3. About behaviour of staff, volunteer or others working for or with LTM
  - Report the concern to your DSO. Complete an incident/concern report form

Contact:

#### **London Borough of Westminster (Covent Garden)**

Adult social services: 020 7641 7560

Child Protection: 0207 641 7560

London Borough of Ealing (Acton)

Adult social services: 020 8825 8000

MASH: 020 8825 8000

#### **For suspected radicalisation report to:**

Child/ PREVENT safeguarding panel

6. **Safeguarding incident / concern report form to be submitted by you and completed by the DSO, with or on behalf of person(s) reporting to them.**

**Safeguarding Children, Young People and Vulnerable Adults.**





Police  Yes/No (circle as appropriate)	If yes – which station:  Name and Contact Number:  Details of advice received:
Local Authority Children's or Adult Social Care  Yes/No (circle as appropriate)	If yes – which Local Authority and which Service:  Name and Contact Number :  Details of any advice received, or requirements made of LTM:
<b>Other</b> (e.g. NSPCC)	Name of body contacted:  Name and Contact Number:  Details of advice received:
Signature:  Print Name:	
Date:	

**Remember** to maintain confidentiality on a **need to know** basis - only if it will protect the child/vulnerable adult. Do not discuss this incident with anyone other than those who need to know.

*Note: A copy of this form should be sent where requested to Local Authority Children's or Adult Social Care after the telephone report, **to the Designated Person named by the local authority** involved. Where the local authority requires its report form to be completed this should be undertaken without delay and a copy retained in the LTM secure safeguarding system. Where a request is received to attend a local*

*authority strategy meeting arrangements should be made to establish what information the meeting requires from LTM, who from LTM is to attend and what other actions may be required of LTM.*

## 7. KEY CONTACT DETAILS

### Key internal contacts

The **Designated Safeguarding Officers (DSOs)** responsible for reporting procedures for concerns and incidents are listed on [page 2](#) of this document.  
TfL Whistleblowing Policy (can be found on the TfL Source intranet)

TfL HR Services 0800 0155 071

Elizabeth McKay – LTM Safeguarding Sponsor 07710763868

### Key external contacts

#### Adult Social Care and Child Protection: **External Contacts**

City of Westminster Adult and Children's Services 0207 641 7560

Westminster Social Services initial Triage of Incident 0207 641 6108

City of Westminster Children's Services 0207 641 7560

Adult Services 020 7641 1175

Social Services Out of Hours Service: 0207 641 6000

London Borough of Ealing Adult Social Services: 020 8825 8000

Police: 999 in an Emergency or 101 Non-Emergency

West End Central Police 020 7437 1212

For any concerns that occur outside of the City of Westminster contact the local children's social care service/Local Area Designated Officer (LADO) or local police force. The relevant contact details will be found on the website for the local authority and also on the website for the Local Safeguarding Children Board for the local area.

For advice on child Safeguarding concerns or allegations call:

**NSPCC Helpline** 0808 800 5000 (24 hours a day)

For a child/young person to speak confidentially about their concerns and worries call:

**ChildLine** 0800 1111 or [childline.org.uk](http://childline.org.uk)

**Safeline** (TfL confidential reporting service) 0800 434 6996

Online form: <https://forms.theilne.co.uk/integrityline>